



**We See the  
Value in You**

# **Volunteer Orientation**

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# NORDSON FOOD DISTRIBUTION CENTER



5510 Baumhart Road  
Lorain, OH 44053

# MISSION



Grow hope in our region by creating pathways to nutritious food.

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# VOLUNTEER RELATIONS STAFF



**Susan Hennie**  
Volunteer Relations Manager



**Stephanie Ryan**  
Volunteer Relations Specialist

# VOLUNTEER

- Volunteers play a key role in helping us fulfill our mission. Our volunteers are important to us and we ask for your help in creating a safe and meaningful volunteer experience.
- All volunteers are encouraged to read & review the policies and procedures outlined in this packet prior to their scheduled shift.



# SECOND HARVEST FOOD BANK

## HOURS OF OPERATION:

- Volunteer Opportunities: Monday – Thursday  
10am – 7:30pm
- Click the link provided to read more about volunteer & scheduling opportunities available at Second Harvest:  
<http://bit.ly/VolunteerOpportunities>
- Call ahead scheduling is required. (440) 960- 2265

## SCHEDULING & SIGN-IN:

- Each volunteer will be required to set up an initial volunteer schedule with the Volunteer Relations Staff.
- On your scheduled volunteer shift, please log-in & out at the volunteer kiosks.

# HAND CARE GUIDELINES



- Before each shift, volunteers must wash their hands at the handwashing station provided inside the Repack Room.
- Handwashing is a critical step to avoiding food contamination.
- Hands can transfer pathogens to food.
- Wash hands for 30 seconds with hot water.

# HAND CARE GUIDELINES

## GLOVES:

- Gloves are required if a volunteer has painted or false nails to avoid paint chipping into food products.
- Gloves are required if a volunteer has a bandaged wound.
- Gloves are required if a volunteer has any known food allergies.
- Gloves are required to be changed before the beginning of each new task.
- Gloves are required to be changed if volunteer come into contact with any non-food items. Example: cell phone.





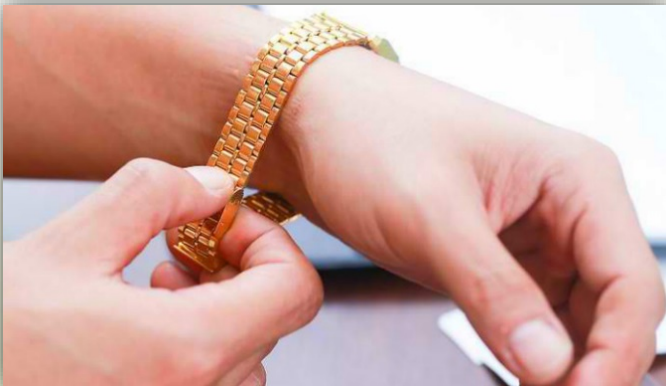
# REPACK ROOM GUIDELINES

- Work stations check donated products for quality assurance & sort items by category.
- Work stations then box donated products by specific weight.



# REPACK ROOM GUIDELINES

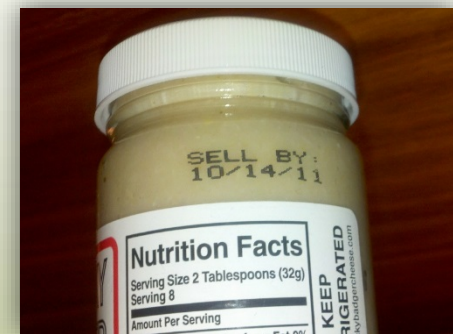
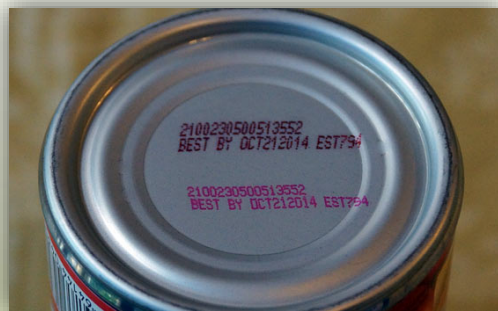
- Cell phone usage is prohibited within the Repack Room. Cell phones can be bacteria-laden and Second Harvest asks that all calls or texts be completed in our Volunteer Lounge.
- All loose jewelry, watches & medical bracelets will need to be removed before handling food.
- All volunteers are required to wear closed toed shoes.



# FOOD SAFETY

## BEST BY DATE:

- All Second Harvest volunteers are required to check donated products for their **Best By Date**. Best by dates refer to the date recommended that products be used by for best physical and/or sensory quality. It is **NOT** an expiration date.
- For human consumption, product can be kept a year from today's date.



# FOOD SAFETY

## CANNED GOODS THAT MATCH THE FOLLOWING CRITERIA SHOULD BE DISCARDED:

- Cans with severe dents
- Cannot be opened by a can opener
- Wobble when standing
- Broken seal
- Missing ingredients label
- Bulging or rusted



# FOOD SAFETY

## JARS & BOTTLES THAT MATCH THE FOLLOWING CRITERIA SHOULD BE DISCARDED:

- Rusted lids
- Dented lids
- Swollen lids
- Broken seal
- Missing seal
- Loose cap



# FOOD SAFETY

## FOOD MATCHING THE FOLLOWING CRITERIA SHOULD BE DISCARDED:

- Homemade products
- Products missing labels
- Food containing mold or foreign objects
- Signs of dirt or mold under lid
- Food has unusual appearance or separation
- Food is discolored



# FOOD SAFETY

## PACKAGED DRY GOODS THAT MATCHES THE FOLLOWING CRITERIA SHOULD BE DISCARDED:

- Bread products are distributed only in the warehouse
- Has inner package damage
- Shows signs of pest infestation
- Taped without inner packaging
- Tears and leaking
- Food has unusual appearance or separation
- Discolored

# FOOD SAFETY

MEDICINE MATCHING THE FOLLOWING CRITERIA SHOULD BE PLACED IN THE DESIGNATED “MEDICINE BOX” FOR PROPER DISPOSAL.

- Broken Seal
- Unreadable Seal
- Expiration date is exceeds one year from today's date



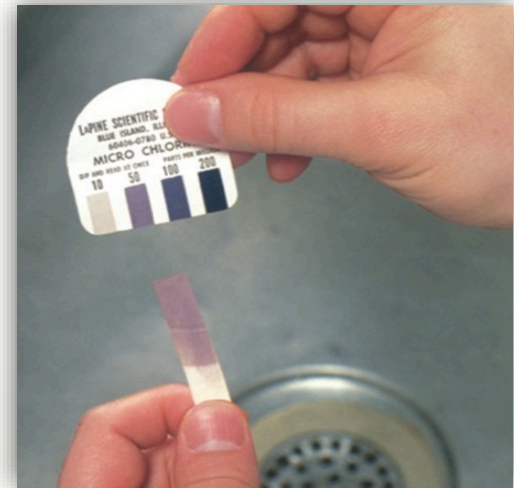


# RECYCLING OF DAMAGED PRODUCT

- Once products are deemed unfit for human consumption we focus our attention on eliminating landfill space.
- We transfer damaged canned goods & grains to local farmers –review list of foods acceptable for animals or ask our volunteer staff.
- We transfer over-ripe produce to farmers.
- We transfer spoiled produce to compost.
- We recycle all cardboard, plastic, cans, bottles in designated containers.
- We take OTC medicines to local police departments for incineration to avoid leaching into our land and waterways.

# CLEANING AND SANITIZING

- All surfaces are washed and sanitized after each volunteer shift and after each storage bin is emptied.
- One Sani Tab is used for each gallon bucket of cleaning solution.
- A test kit is used to check the sanitizer's strength and temperature of the water.



# WE NEED YOUR INPUT

- Every day we solicit input from our volunteers for efficiencies and improvements.
- We invite you to tell us how we are doing and how can we do better, please let us know!



# GROWING HOPE

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# Good Management Practices

## General & Safety Guidelines



Second Harvest Food Bank of North Central Ohio appreciates your services and will do our utmost to ensure that your volunteer experience is rewarding, productive and safe. We ask for your cooperation in following these guidelines:

### GENERAL GUIDELINES

- Willingness to view PowerPoint training on website or listen to a 5-10 minute training from our staff to explain the assigned volunteer project.
- Volunteers should display appropriate behavior at all times.
- Volunteers should be respectful of other staff and volunteers as well as respectful of the facility, property and equipment of Second Harvest.
- Youth volunteers (ages 6-16), who are not part of a group, must have an adult over 21 years old accompany the youth and volunteer with us simultaneously.

### SAFETY GUIDELINES

Second Harvest Food Bank of North Central Ohio has Good Management Practices to promote food and personnel safety. The following guidelines protect your safety and ensure a safe food supply chain at Second Harvest.

#### Food Safety

- In order to prevent contamination of food products, no persons with cold symptoms, flu, boils, sores, infected wounds or any other infections or communicable diseases are permitted to contact food.
- Volunteers must wash hands before beginning shift, and after eating, drinking, using the restroom, and otherwise soiling hands.
- Volunteers participating in bulk food repack projects (repacking cereal, pasta, rice, etc.) must wear a hairnet and beard net (if needed), gloves, and an apron, and remove all dangling earrings, bracelets, watches and necklaces and cover any stud earrings with a hairnet. Any rings other than plain bands must be removed and plain band rings must be covered by gloves. Lockers are available to store personal items.
- No food or drink of any kind is permitted in the Warehouse, Volunteer Repack Room or Clean Room of the facility, including gum and candy. Any spill or improperly disposed of food or drink product can contaminate inventory food products and be attractants for insect pests and rodents.
- No one may consume or remove from the premises any donated or purchased food or other non-food products.
- Report any glass breakage to a staff member immediately. Staff members are trained in the proper procedure to clean up glass breakage in order to prevent contamination of inventory food products.
- The FDA has identified the top eight allergens as wheat, milk, eggs, fish, seafood, peanuts, tree nuts and soy. Spills of any products containing these allergens must be reported immediately to a staff member. Staff members are trained in the proper procedure to clean up food allergens to prevent contamination of inventory food products.
- Second Harvest is a tobacco-free campus. Tobacco use of any kind is prohibited, including e-cigarettes.

#### Personal Safety

- Volunteers must check-in at a kiosk on arrival and checkout at departure.
- Volunteers are assigned to specific work areas in the warehouse. For personnel safety and accountability, volunteers must remain in their assigned work area until their shift ends or they are reassigned to another project.
- Volunteers may walk through the warehouse if they are accompanied by Second Harvest staff.
- Only Second Harvest staff may operate forklifts, stand-up lifts and pallet jacks.
- Open-toed and open-heeled shoes are not permitted in the Volunteer Work Center or Warehouse in order to protect your safety from powered equipment and the movement of products on pallets.
- Be aware of forklifts and pallet jacks. Pay attention when pallets are being moved. Stay safe!
- Volunteers may only use sanitizer and other cleaning products if instructed in proper use by a Second Harvest staff member.